

# CITY OF DELTONA

CITY MANAGER'S OFFICE

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To: Mayor and Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: December 3, 2010

## **Commission Workshop/Visioning Session:**

The Commission's upcoming Workshop/Visioning Session is scheduled for tomorrow, Saturday, December 4<sup>th</sup>, beginning at 9:00 a.m. in the second floor conference room at City Hall.

## **UCF's Winter Break Externship Program:**

The City will be hosting five (5) UCF students during the week of December 14<sup>th</sup> – 17<sup>th</sup> as part of our participation in UCF's 2010 Winter Break Externship. Departments hosting these students include: City Manager, HR/Risk Management, Fire/Rescue, IT, and Planning & Development.

## **Catholic Charities of Central Florida, Inc.:**

The Planning & Development Services Director and I met on Friday with Alan Rettig, Eastern Regional Director, with Catholic Charities of Central Florida, Inc. Mr. Rettig is exploring possibilities of locating more services from their agency to the Deltona area. The Charities currently provide social services including but not limited to counseling programs, emergency financial assistance, food pantry, adoption services, and disaster response. They are also a member of United Way and currently provide counseling services one day per week in Deltona out of Our Lady of the Lakes church. Mr. Bowley will be providing further information to Mr. Rettig regarding available commercial space within the City and a CDBG funding application for review.

## **Home Energy Management Program:**

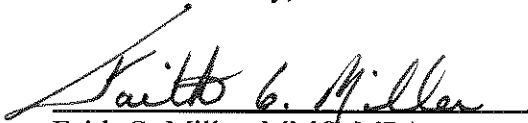
City staff met this week with representatives from Galtronics Telemetry regarding their home energy management program. SymSystems is a product line offering devices for residential homes coupled with intuitive web-based software to monitor and manage electrical power consumption. The software is engineered and designed to help homeowners better regulate their power consumption while simultaneously providing valuable benefits to utility companies. SymSystems can reduce power consumption, save homeowners money, stem power blackouts, enable two-way communication with smart meters, and educate homeowners about their power consumption. The City of Palm Coast is participating in a pilot program with Galtronics to install 100-200 of these meters in residential homes within the next couple of months. If the Commission is interested, the company would be happy to provide a public presentation regarding their program/products to the City Commission as well.

### FCCMA 2011 Winter Institute:

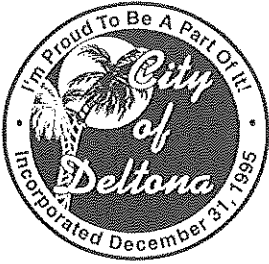
Please be advised that I am planning to attend the *Florida City and County Management Association* 2011 Winter Institute on February 2 - 4, 2011, in Lake Mary. The only cost to the City for my attendance at this conference is the registration fee of \$200.00, as I will cover travel expenses from my personal funds. It should also be noted that participation at this conference does count toward my goal of achieving Credentialed Manager status through the International City Manager Association (ICMA). If any member of the Commission has any concerns regarding this matter, please let me know.

### Ongoing/Upcoming Events:

- **Farmer's Market** - Every Saturday, 1649 Providence Blvd., 8:00 a.m. – Noon.
- **Santa's North Pole** – Saturday, December 11<sup>th</sup>, Deltona Regional Library, 5:00 – 9:00 p.m.
- **Holiday Concert at the Amphitheater** – Saturday, December 11<sup>th</sup>, Deltona Regional Library, 6:00 – 9:00 p.m.
- **Flu Shots** available at Fire Station 61, Monday – Friday, 9:00 a.m. – 4:00 p.m., and Saturdays from 9:00 a.m. – Noon. Cost is \$25/person. Cash, check, Visa and MasterCard are accepted; the only insurance accepted is Medicare Part B.
- **City Administrative Offices Closed** – Thursday, December 23<sup>rd</sup>; Friday, December 24<sup>th</sup>; and Friday, December 31<sup>st</sup>.



Faith G. Miller, MMC, MPA  
City Manager



# CITY OF DELTONA

## CITY MANAGER'S OFFICE

To: Mayor and Commission  
From: Faith G. Miller, City Manager  
Subject: Weekly Courtesy Report  
Date: December 03, 2010

### CITY MANAGER'S OFFICE:

#### COMMUNICATION:

- Working with the Risk Manager to gather information/photos on the security programs utilized by area governments.
- Coordinated the November Superstar Student Certificates.
- Working with ITSD and the City Clerk's Office to setup the City's Facebook and Twitter pages with links from the City's Web site.
- Working to promote holiday activities scheduled for the library/amphitheater on Dec. 11.
- Producing the Jan., Feb., March City newsletter.
- Helping the Fire Department to develop tools for the Survivor Fitness Challenge.
- Creating "1<sup>st</sup> Annual Deltona Holiday Parade of Homes" contest... to run on DeltonaTV and tie it to the City website.
- Finished the December issue of the Pride.
- Produced "Happy Thanksgiving" slide and "Santa's North Pole" slide for DeltonaTV.
- Videotaping City "Holiday Greetings" to air on DeltonaTV.
- Working with Pine Ridge HS to produce "Deltona Day Parade" for air on DeltonaTV.

#### Media Relations.

- Answered questions for Will Hobson/News Journal regarding the City Manager Salary, City Budget, # of employees
- Answered questions for Patricio Balona/News Journal regarding issue with pit bulldogs on East Gloria
- Answered questions for Mark Harper/News Journal regarding information about Harry Wilkins.
- Assisted Margie Dykes/DeLand Beacon with photos of Deltona Day Parade
- Answered questions for Dinah Pulver/News Journal regarding the St Johns River water plant and City Regional water strategy

#### Press Releases.

- Holiday House photos
- 'Child Flight' premier
- Out & About Trip
- City Hall closed Thanksgiving Day

### BUILDING & ZONING DEPARTMENT:

#### Week of 11/19/10 thru 11/26/10:

- |  |              |
|--|--------------|
| • Building Permits issued for the week     | 40           |
| • Valuation of work permitted for the week | \$177,960.25 |
| • Inspections completed for the week       | 90           |

*City of Deltona*  
*Weekly Courtesy Report*  
*Week Ending December 03, 2010*  
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• Total Permits issued for Fiscal Year 10/11	465
• Valuation of work permitted for the year 10/11	\$3,697,145.10
• Solar Rebates Processed this week:	1
• Total Solar Rebates processed since 2/1/10:	74

**Permits Issued 11/19/10 – 11/26/10:**

• AC Change Out	10
• Door Replacement	1
• Electrical Repair	1
• Fence	7
• Pool Inground	1
• Reroof	5
• Screen Enclosure	2
• Shed I	1
• Sign	1
• Solar Panel Installed	2
• Water Heater Replacement	2
• Window Replacement	7
<b>TOTAL</b>	<b>40</b>

**CITY CLERK'S DEPARTMENT:**

- 2<sup>nd</sup> Floor HR/CC Walk-In Customers: 151
- 2<sup>nd</sup> Floor calls Answered: 45
- Packages Picked Up: 6
- Packages Received: 56
- A/P Invoices Opened: 185
- Newspapers: 32 (17.5 hours)
- Public Records Requests Received: 7
- Public Record Request Amount Rec'd: \$9.56
- Documents imaged, pages: 3,080.
- Large scale drawings imaged, pages: 76

**ENFORCEMENT SERVICES DEPARTMENT:**

- Responded to 335 requests for services the past two week.
- Animals impounded at the humane societies: 65.
- Citation warnings issued: 28.
- Courtesy notices: 79.
- Abatement notices: 20.
- Citations issued: 2.
- Code Enforcement telephone calls: 135.
- Solid Waste calls: 118.
- Citizen walk in requests for Code Enforcement assistance: 29.
- Citizen walk in requests for Solid Waste assistance: 1.

CITY MANAGER'S OFFICE  
 2345 Providence Boulevard, Deltona, Florida 32725  
 (386) 878-8100 • Fax (386) 878-8851  
 Webpage: [www.deltonafl.gov](http://www.deltonafl.gov)

- Properties requiring grass to be cut by contractors: 19 at a cost of \$665.00.
- 48 certified mailings were sent out at a cost of \$265.92.
- Money collected for Animal tags, liens and return to owners: \$210.00.
- Foreclosures for the last two weeks:

Deltona	45
Volusia County	90
Total	135

#### **FINANCE DEPARTMENT:**

- Start on first stage of Tyler Content Manager implementation – form design layout.
- Submission of Government Finance Officers Association budget award application.
- Submission of 2010 Annual Survey of Municipal Government Finances to U.S. Census Bureau.
- Parks Director to meet with low bidder for painting City Hall.
- Working with Office Supply Companies to evaluate pricing for new contract.
- Continued work on fixed assets.
- Olsen Construction presented some value engineering for Social Services Building. City Manager will discuss at Visioning Session with Commission. Once the cost is finalized, the contract will be issued.
- Processing November credit cards.
- Waiting on delivery date for lights for the Solar Lighting Project so that a Notice to Proceed can be issued.

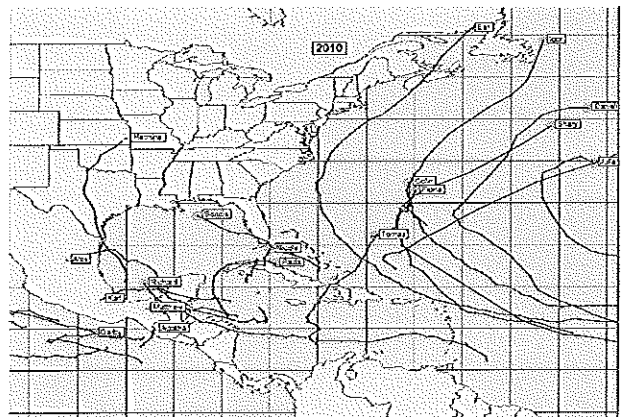
#### **FIRE DEPARTMENT:**

##### **Fire Chief:**

- Attended the Volusia County Fire Chiefs' Association meeting. Chief Staples will end his term as President of the organization on December 31<sup>st</sup> but has been elected as Vice President of the organization for 2011.
- Participated in the Employee Wellness program by attending the initial check-up and blood draw.
- Met with Deputy City Manager, HR Director and Building and Construction Services Director to develop an ongoing training schedule for the new Building / Fire Inspector.
- Developed an Orientation packet for new Commission members in preparation for the Visioning Session scheduled for December 4<sup>th</sup>
- Responded to 3+/- acre brush fire on Thanksgiving day off of Dumas Drive
- Traveled to Appleton, Wisconsin as part of the pre-build process for the replacement aerial device.
- **END OF 2010 HURRICANE SEASON**

The 2010 Hurricane season ended at midnight November 30, 2010. While the United States had no land falling hurricanes during the 2010 season it was a very active year. We tracked 19 named storms, 12 hurricanes, 5 of which were major category 3+. The average is 10 storms, 6 hurricanes and 2 major.

3 storms did threaten the U.S. Hurricane Alex near Texas, Tropical Storm Bonnie in South Florida, and Hurricane Earl off the Northeast coast.



- Station 65 - All block work for the main building is complete. Metal for the second floor decking and the metal roof trusses are due to be delivered this week. Progress continues with a few minor issues with some of the sub-contractors but we are still on schedule for completion in early April 2011.

**Fire Loss:**

- Attended a regional public education fair in Deland with Asst. Chief Faer on Saturday 11/20 at the Seventh Day Adventist church. The event was a County wide event in conjunction with month of the family proclamation from the County. We provided fire and life safety information to dozens of folks, many from Deltona.
- We continue to provide orientation and training to Inspector Grosvenor.
- We conducted a fire scene investigation on Sunday in conjunction with VCSO, DCF and the State Fire Marshal. The adult female burn victim expired from her self inflicted burn injuries Tuesday morning. The fire has been determined to be an arson suicide. This is the first structure fire fatality that we have experienced in over 15 years.

**Information, Communications & Education:**

- Public Education Events; 7<sup>th</sup> Day Adventist – Ladder Day Saints “Family Matters Day” Approx 75 Children/75 Adults
- Deltona Day Parade
- Work with Orange City Fire reference to MDT & Pagers
- 800Mhz tower at Public Works Meeting with VC ITSD & Harris Corporation – Update
  - Will be placed in-service December 17<sup>th</sup>
- 800Mhz Re-banding – Update
  - Will finalize 4 or 5/2011
  - All City wide 800Mhz radios will need to be re-touched and inventoried
- Visioning Session Paperwork Preparation (Fire Chief Staples, Rogers and Faer)
- PIO & Press Release
  - Thanksgiving Day brush Fire – Gregory Drive
  - November 26<sup>th</sup> Structure Fire – Hartley Ave

**HUMAN RESOURCES:**

- Performance Evaluations processed: 5
- Deltona JOBS Program Folders: 1<sup>st</sup> Floor lobby- 5 added, 2<sup>nd</sup> FL Lobby 5 added;  
(To date 12/1/10) total # of Deltona JOBS Program folders taken –810  
Applications Received: (15) Business Dev. Admin, (8) Grants Coordinator, (14) Utility Systems Tech, (65) Waste Water Operator, (37) Payroll Administrator
- Met with several department directors regarding personnel issues and coordination of personnel actions.
- FMLA requests: 2
- Conducted reference check and background screenings for: (2) Intermittent Facility Attendants
- Sent Creditable Coverage notice to full-time employees who are Medicare eligible.
- E-mailed and prepared payroll stuffers to inform employees of the most recent Health Care Reform changes.
- Coordinated Customer Service Training provided by United HealthCare. 20 employees attended.

**PARKS AND RECREATION DEPARTMENT:      Week ending 11/26/10**

**Administration:**

- Farmers Market had its slowest week: 8 vendors, 60 cars.
- Met with Tetra Tech to discuss Campbell Park and DEP Regulatory Compliance issues.
- Met with Taino Boxing representatives to discuss Agreement concerns.
- Met with Edgewater Condominium Association to discuss the Thornby Park construction.
- Conducted the Senior Advisory Sub Committee meeting.
- Met with Infinity Solutions to plan for the installation of the security cameras at Harris Saxon Community Center.
- Met with Okinawan Martial Arts to discuss Facility Use Agreement language.
- Met with Volusia County Hispanic Association to discuss future programming opportunities.
- Met with Southern Building Services (Contractor for Thornby) to run a test of the water and discuss construction aspects.
- Met with DRMP and Southern Building Services to discuss lighting pole placement.

**Facility Use Permits include:**

- Deltona Community Center – 5 permits issued. Weekly attendance – 906.
- Harris M. Saxon Community Center – 2 permits issued. Weekly attendance – 511.
- Wes Crile Park – 5 permits issued. Weekly attendance – 1,318.
- Skate Park – 16 new passes. Weekly attendance – 1,461.

**Special Events/Programs:**

- Amphitheater:
  - Santa's North Pole is scheduled for Saturday, December 11<sup>th</sup> at 5:00pm inside the library auditorium. Photo opportunities will be available.
  - December holiday program is scheduled for Saturday, December 11<sup>th</sup> from 6:00-9:00pm. We are partnering with the Volusia County Hispanic Association to provide a multi-cultural event that will feature traditional American and Hispanic holiday songs.
- Harris M. Saxon Community Center:
  - Zumba dance classes continue.
  - Boys and Girls Club After-School program continues.
- Wes Crile Park:
  - Little Linksters Golf Fall Program continues.

**City Leagues Currently Underway:**

- Fall leagues are complete.
- Modified pitch league continues.
- Polar Bear league is scheduled to begin mid January 2011.

**Partner Leagues Currently Underway:**

- Deltona Panthers Pop Warner cheerleaders' competitions are complete.
- Deltona Youth Soccer travel team/in-house fall seasons are complete.
- Deltona Little League and West Volusia Youth Baseball fall seasons are over.
- FBVA fall season is complete. Winter season starts in early January 2011.

- Adult 6V6 soccer starts the 1<sup>st</sup> week in December.

### **Parks Maintenance:**

#### **Mowed, edged and weed-eated:** City Hall.

- Campbell Park – Re-attached volleyball net.
- CVS/Wilmington Park – Removed old clock and irrigation box; installed new valves; continued working on irrigation/pavers and planters.
- Deltona Community Center – Picked up tree limbs.
- Dewey Boster Park – Removed baby changing table in women's restroom; pulled weeds in flower beds and picked up tree debris; replaced toilet paper dispenser in ladies room; replaced drain lid.
- Firefighters Memorial Park – Removed graffiti from bathroom walls.
- Harris Saxon – Replaced broken wall outlets in main hall and repaired toilet in women's restroom.
- Lake Gleason Park – Put new dead bolt on gate.
- Lake Monroe Boat Launch – Repaired broken rails and tightened bolts on floating dock.
- Skate Park – Repaired toilets in both restrooms; pressure-washed graffiti from skate surface and painted over the graffiti; replaced door stopper; replaced "predator" sign; replaced broken board on bleacher; put up new basketball net; trimmed hedges and trees.
- Veterans Memorial Park – Plant flowers.
- Wes Crile Park – Replaced bulbs in rear restroom and light switch in restroom near splash pad; re-attached fence on Ft. Smith side.

**Parks Maintenance – Miscellaneous.** Weekly tasks include opening all the parks in the a.m., cleaning restrooms at parks, picking up and emptying trash at all parks and facilities; picking up trash around all pavilions; taking goods to storage; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks.

- Returned popcorn machine to Harris Saxon.
- Returned leftover goods from Hodge Podge event to storage (2 trips).
- Picked up tables and chairs from Wes Crile for employee luncheon; returned same.
- Picked up Christmas trees and decorations for City Clerk's Office.
- Picked up supplies at Ace Hardware.
- Picked up scissor lift from Station 62 and took to Fleet for repairs.
- Picked up rental lift at Sunbelt in Sanford.
- Picked up supplies at the Depot for lights at City Hall.
- Picked up trash at all high traffic parks prior to the holiday weekend.

**City Hall, Fire Station, Sheriff's Department and Social Services Building Maintenance:** Weekly tasks include cleaning the Fire Station; inspecting Social Services building; vacuuming; emptying trash from DSC classrooms; emptying trash for different departments; spraying and pulling weeds from various areas, trimming bushes and trees, watering sod and new shrub; walking the grounds and picking up trash; sweeping sidewalk; setting up commission chambers for various meetings and resetting afterwards, vacuuming the chambers, replenishing restroom supplies throughout the entire building; cleaning restrooms; unclogging various toilets in restrooms on both floors; replacing light bulbs throughout the building, courtyard and walkway; cleaning front of building; replacing restroom fresheners and batteries; vacuuming Commission Chambers and hanging pictures (as requested) throughout City Hall.



- Met with contractors at Social Services Building; cleaned the building.
- Supervised workers from Tech Bridge with various outdoor tasks (cleaning entryway and grounds, pulling weeds from islands, etc.); completed evaluation sheets.
- Discussed setup for employee luncheon.
- Escorted Irvine Mechanical to check on air conditioning on the 2<sup>nd</sup> floor.
- Checked temperature throughout the building.
- Cleaned Fire Station 61.
- Escorted Electrical Solutions around City Hall.
- Responded to alarm at Social Services Building (set off by UCP).
- Responded to alarm at City Hall.
- Cleaned up grease spill outside the walkway at P&R office.
- Assembled Christmas trees at City Hall; assisted with lighting and hung wreaths.
- Moved Christmas tree from the Commission Chambers to second floor lobby.

**Sports Turf Maintenance:**

- Normal routine maintenance at:
  - Dewey Boster Sports Complex.
  - Baseball and Pony League Fields.
  - Vann Park.
  - Dupont Lakes.
  - Wes Crile Park.
  - Sprayed clay ball fields at Dupont Lakes.
- **Sports Complex:**
  - Repaired trash receptacle.
  - Sprayed fertilizer – Triplex Micro, Rx Supreme and Hydrotain.
  - Replaced two (2) 1-20's.
  - Returned all clocks to normal irrigation.
  - Replaced hydraulic hose on 6500 Fairway mower.

**PLANNING & DEVELOPMENT SERVICES DEPARTMENT:**

**Executive Summary.** The Planning and Development Services Department is focused on the following efforts towards the end of the year and beginning of next year:

- Closure of SHIP;
- Processing NSP 1 & 3;
- Economic development with Volusia County and Team Volusia;
- Implementing the streamlined development review process;
- Opening the Thornby site with the Parks and Recreation Department; and
- Rewrite of the Land Development Code.

**Planning.** Planning is processing a conversion of the Lake Baton Estates residential subdivision from Formosa Homes to a master developer to repair the site and build it out. We are beginning the data and analysis of the *Mixed Use* future land use designation in two locations of the City along Howland Boulevard (at the intersection with Elkcam Bv. and generally southeast of Courtland Bv.) These concepts will be brought to the City Commission for their review, once a draft development program is put together. Staff is fully engaged in the rewrite of the Land Development Code and those elements

will also be brought to the City Commission for review and ultimate approval. Finally, staff is assisting the Parks and Recreation Department in the completion of the Thornby project.

**Housing & Community Development.** The Housing & Community Development Section is transitioning from efforts on the TS Fay Disaster Fund expenditure with the State of Florida to non-TS Fay monies. All monies have been committed to qualified applicants to close out the remaining SHIP funds by the middle of next year. NSP 1 is proceeding with the revised agreement (from *Development Agreement* to *Subrecipient Agreement*) between the City and Habitat for Humanity coming before the City Commission at the December 13<sup>th</sup> Public Hearing. Staff is starting to work in the NSP 3 program to meet HUD deadlines by March 1<sup>st</sup> of next year.

**Economic Development.** Per a request from the City Commission at the last workshop, the following is a short list of active projects that staff has been working on with developers, site selectors, applicants, etc. to facilitate construction:

<b><u>Project Name</u></b>	<b><u>Project Type</u></b>
Bella Vista BPUD	Outparcels considered for development
Deltona Village BPUD	Final Site Plan (Development Order Pending)
Family Dollar-Doyle	Final Site Plan Review
Family Dollar-Howland	Development Order issued; awaiting construction
Fish Memorial Hospital	Final Site Plan approval at Volusia County
Florida Power Substation	Conceptual Plan reviewed for land swap
I.M.E.D.	Conditional Use Permit and site re-entitlement
Lake Baton Estates	Subdivision development with new owners

The City is working closely with Volusia County Economic Development to increase our efforts in their system, as it becomes more dynamic. We are also in the early stages with Team Volusia as they form operating policies, subcommittees, and partnerships. Staff will be increasing intergovernmental coordination with other jurisdictions within the County.

#### **PUBLIC WORKS:**

**Traffic Operations.** Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.

- **Signs:**
  - Removed garage/yard sale signs throughout the City.
  - Repaired (13) signs throughout the City.
  - Fabricated and installed (1) 25 mph sign at Bakersfield & Madura; 962 Grapewood; Fallbrook about 200' from Doyle Rd
  - Fabricated and installed (1) 30 mph sign at Stanton & Courtland; 73 Courtland Blvd; 124 Courtland Blvd; Courtland Blvd & Enterprise/Osteen Rd.
  - Fabricated and installed (1) 35 mph sign at 504 Courtland Blvd; 1848 Courtland Blvd; 1706 Courtland Blvd; Alley 977 & Courtland Blvd; 917 Courtland Blvd.
  - Fabricated and installed (1) 40 mph sign at Courtland Blvd & Doyle Rd; Courtland Blvd & Rosedale; 258 Courtland Blvd.
  - Fabricated and installed (1) Pedestrian sign at 1442/1450 Catalina.

- Replaced (1) Stop sign from stock at Babcock & Alladin.
- Fabricated (10) 9"x 24" poster blanks that will be installed on the Holiday float.
- Fabricated (2) 12"x 6" signs for the gators that will be used during the Holiday parade.
- **Asphalt:**
  - Completed 20 asphalt repair work orders – 7 ¾ tons used.
  - Repaired a 13'x 9' section of road at 2888 Clovis for Deltona Water – 1 ½ tons used.
  - Repaired a section of road at 1402 Galena Ter for Stormwater Dept – 2 ½ tons used.
  - Installed asphalt berm at 2956 O'Bannon St for Stormwater Dept – ¼ ton used.
  - Installed asphalt berm at 2082 El Campo for Stormwater Dept – ¼ ton used.
  - Repaired 19'x 23' section of road for Stormwater Dept - 7 tons used.
  - Repaired 10'x 50' section of road for Stormwater Dept – 8 tons used.
- **Speed Trailer:** Removed from 2570 Captain Dr.
- **Misc:**
  - Evaluated complaint that speed limit signs need to be installed in the Live Oak subdivision (all speed limit signs are in place).
  - Empty all city owned trash containers.
  - Placed 4 barricades on each end of the alleys at Dr Martin Luther King Blvd & the alley behind the new fire station.
  - 2756 Haulover; Villa & Van Allen – paint over graffiti in roadway.

**Field Operations.** Weekly tasks include evaluating work orders called in by residents.

- **Beautification:**
  - Medians – Howland Blvd; Providence Blvd; Elcam Blvd.
  - Misc:
    - Station 63 – checked irrigation heads and adjust light controller so it is not getting wet.
    - Providence Blvd – trimmed plants on medians blocking view of oncoming traffic at N Page Dr.
    - Delivered 1 crape myrtle tree to Deltona High School and 1 crape myrtle tree to Pineridge High School.
- **Concrete:** Sidewalks – 2102 Austin Ave – 15'x 4' & 15'x 4'; 352 Cloverleaf Blvd – 7'x 5' & 12'x 5'; 1143 E Hancock – 3'x 5' & 3'x 5'; 1076 W Seagate; 635 Hartley Ln – 21'x 4' & 6'x 4'; 1584 Clearfield – 6'x 4'; 707 Hartley Av – 22'x 4'; 2506 Newmark – 9'x 5'.
- **Clam Truck:**
  - Debris – 17.
  - Trimming – 11.
- **Drop Offs:**
  - Riverhead & Jewel – repair drop off and sod (¼ pallets).
  - 2202 Newmark Blvd – repair drop off and sod (½ pallets).
  - 3165 Croton; 2562 Beal – repair drop off and sod (1¼ pallet).
  - Newmark & Laredo – repair drop off and sod (2 pallets).
  - Anderson – repair drop off and sod (6 pallets).
  - Providence & Normandy; N Normandy & Deltona Blvd – repair drop off with recycle concrete.

- **Slope Mowing:** 833 Pine Bluff – 62'; 785 Pine Bluff – 81'; 1561 O'Hara – 132'; 1672 Montague – 248'; Farmington & Overton – 238'; 1665 Nantucket – 95'; 1427 Lavender; Goldcoast & Dandelion – 230'; Pine Bluff & O'Hara – 185'; Pinder – 86'; Marshall & Providence – 124'; 890 Moongate – 246'; 1068 Kenmore – 234'; Cardinal – 305'; Day Ct – 735'; Alley 1898 – 186'; 2891 Wyman – 168'; Wisteria & Desmond – 591'; 251 Rosedale – 165'; 2936 Devonshire – 98'; 3371 George Sauls – 65'; 192 Highland – 256'; 2878 Arrendonda – 73'; 2860 Bladon – 83'; Trade & Mosquero – 330'; 700 Mountain Way – 75' 661 Twin Lakes – 85'; 1321 Bladon – 80'; 3755 Skyline – 107' .
- **Misc:** Saxon Blvd & N Normandy Blvd – removed glass from roadway.

**Fleet Maintenance Division.**

- **Vehicles:** PM – 2; Repairs – 149.
- **Equipment:** PM – 3; Repairs – 23.
- **Road Calls:** 3.
- **Parts Run/Vehicle Delivery:** 4.

**Stormwater Division.** Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

- **Construction Crew:**
  - Gloria/El Campo – completed swales; poured concrete flumes and put up delineators around boxes.
  - 1401 Galena – took out road crossing; put in 300' of 18" sock pipe and 5 basins.
  - 1070 Wakefield – put in 300' of 6" sock pipe and 5 basins.
- **Drainage Rehabilitation Crew:** 500' rehabilitated.
- **Drainage Area Maintenance (Aebi Mowing):** .5 acres of drainage areas maintained.
- **System Cleaning (Vac Truck):** watered all newly laid sod.
- **Right of Way Mowing Crew:** cleaned and edged new section of Ft Smith; clean and edged Ft Smith and built a box in Alley 570.
- **Right of Way Litter Crew:** 845 Gallons of litter removed.
- **Misc:** 738 Leeward Dr – put up 75' of fence; placed 2 gates at rear and laid 4 pallets of bahia.

**UTILITIES:**

**Customer Service**

November 2010	22	23	24	25	26	27	28	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
DW – Lockbox	742	490	313	X	X	X	X	1545
Ebox	212	279	126	X	X	X	X	617
Call Center Calls	414	266	298	X	X	X	X	978
Walk-ins/Drop Box	232	176	170	X	X	X	X	578
On-line Payments	130	111	159	52	113	105	103	773

**Customers Disconnected for Non-Pay**

November 2010			Total
Cycle			
Total on Disconnect List			
Off in error/DW error			
Off in error/Munis error			
Misapplied Payment			

**Construction Log & Service Orders**

November 2010	22	23	24	25	26	27	28	Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Water Service								
Meter Sets								
Reclaim Meters								
Fire Hydrant Installs								
Fire Hydrant Replacement								
Fire Hydrant Repair								
Replace Meter Box	3	3	3	1				10
Locates Received	9	18	13	0	0			40
Locates Completed	7	22	11	0	0			40
Main Leaks					1			1
Service Leaks	2			1				3
Sewer Repairs							1	1
Sewer Blockage	4			1			1	6
KV2 Valves	2		2	2				6
Service Replacements	2		1	1				4
Meter Change Outs	7	6	5					18
Service Orders	71	77	94					242
Disconnects								
Drainfield Leaks								
Meter Retirements	3	10						13

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